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2010 APR 14 P 4:14

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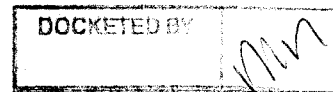
April 14, 2010

Arizona Corporation Commission

DOCKETED

APR 14 2010

George Bien-Willner  
3641 North 39<sup>th</sup> Avenue  
Phoenix, AZ 85004



Re: Sterling International Inc. Formal Complaint, Docket E-01345A-10-0136  
Account # 737815284 - 260 Café, Payson Az.

Dear Mr. Bien-Willner,

Arizona Public Service Company ("APS" or "Company") has received the formal complaint you filed with the Arizona Corporation Commission ("ACC") on April 8, 2010. The Company will answer your formal complaint in the timeframe required by Arizona Administrative Code ("AAC"). However, in the mean time, I am specifically responding to you as our customer, on the issue raised concerning the electric bills at the 260 Café for the 15 month period (November 2007 to December 2008) when you allege the restaurant was completely closed and out of business. This response is required by AAC Regulation 14-2-212 and is in addition to a formal answer to your formal complaint.

APS has previously provided you with information concerning the accuracy of the electric meters used to measure service at the 260 Café since you established electric service in your name on April 29, 2005. On September 21, 2005 APS provided the ACC and you a letter with the test results for electric meter #753563 (attachment #1). As stated in the letter, meter #753563 was removed from service at the 260 Café on August 26, 2005 in the presence of ACC Staff, Ms. Connie Walczak and Mr. Prem Bahl. Ms. Walczak and Mr. Bahl were also present for testing of the meter on September 6, 2005.

APS installed meter #G90705 on August 26, 2005 and that meter has and will continue to remain in service at the 260 Café. Meter #G90705 was tested on July 30, 2005, prior to installation at the 260 Cafe, and found to be accurate and properly recording energy. The meter tested 0.0 % on a full load and -0.2% on a light load (attachment #2).

Letter to George Bien-Willner

April 14, 2010

Page 2 of 2

After receiving the April 8, 2010 formal complaint, APS personnel went to the 260 Café on April 13, 2010 to once again test meter #G90705. This most recent test, again confirmed the meter to be accurate and properly recording the energy used. The meter tested -0.2% on a full load and -0.2 % on a light load (attachment #3).

All three meter tests conducted by APS while investigating your concerns demonstrate the electric meters recording energy at the 260 Café are well within the 3.0% plus or minus deviation limit required by ACC. Thus, I can assure you that you were billed only for the energy recorded by the meter recording energy for your business.

Additionally, while there is no discussion or explanation in your complaint regarding your specific concerns with the rounding of kW reads, the 3<sup>rd</sup> page attachment to your complaint appears to be a list of kW reads at the 260 Café from October 16, 2007 through October 26, 2009, and you have specifically identified reads that were rounded up or down. Therefore, I am assuming this is a concern you wanted addressed.

For your convenience, I have attached a copy of APS's E-32 General Service rate which was approved by the ACC and in effect on the dates listed (attachment #4). As you can see, the E-32 rate only assesses a demand charge on monthly kW demands greater than 20 kW. Therefore, none of the bills on your summary were assessed a demand charge. I have attached a copy of your September 2009 bill (attachment #5) showing there were no charges associated with the kW demand read. If you would like to review other bills for the timeframe in question, these can be seen on line by accessing your account records at [aps.com](http://aps.com).

Thank you for the opportunity to address these matters. As stated above, APS will be responding formally to the ACC formal complaint within the timeframe required in the Arizona Administrative Code. In the mean time, if you have any additional questions regarding the matters addressed in this letter, please call me at 602-250-2038.

Sincerely,



Jennie Vega

JV/sl

Attachments

cc: Docket Control  
Connie Walczak  
David Rubin



A subsidiary of Pinnacle West Capital Corporation

P.O. Box 53999  
Phoenix, AZ 85072-3999  
<http://www.aps.com>

September 21, 2005

Ms. Connie Walczak  
ACC Consumer Services Manager  
1200 W Washington Street  
Phoenix AZ 85007

**RE: Account # 737815284 - 260 Café, Payson Az.**

Dear Connie:

I would like to thank you and Mr. Prem Bahl for being present at the exchange of the electric meter at the 260 Café in Payson on August 26, 2005 and also for being present when the meter was tested on September 6, 2005.

As you know from your observation of the test for electric meter #753563, our investigation found the meter to be accurate and properly recording the energy used. The meter tested - 0.1 % on a full load and -1.4 % on a light load. The demand portion of the meter tested at -0.1 %. These results are well within the 3.0% plus or minus deviation limit required by the Arizona Corporation Commission (ACC). I have enclosed the copy of the test results you requested.

As we previously discussed, I have extended the collection hold on Mr. Bien-Willner's account for the 260 Café until October 5, 2005 in order for you to review these results with Mr. Bien-Willner. After October 5<sup>th</sup>, unless I hear differently from you, normal collection monitoring and activity will resume on the account.

Separate from the matter of the meter test, the letter Mr. Bien-Willner sent to you dated August 31, 2005 was forwarded to my attention on September 13, 2005.

I have reviewed this letter with Mr. Jerry Hawkins, the APS Construction Supervisor who met with you at the 260 Café on August 26<sup>th</sup>. Mr. Hawkins tells me you asked him about Mr. Bien-Willner's belief that the demand seal (referred to by Mr. Bien-Willner as a tag), on the meter was removed by the APS serviceman when he went to exchange the meter on the evening of August 10<sup>th</sup> and Mr. Hawkins told you that he would need to check with the APS serviceman to find out if that was the case. Mr. Hawkins spoke with the APS serviceman who advised him that he did not remove the demand seal from the meter. In fact, when the APS serviceman arrived at the 260 Café on the evening of August 10<sup>th</sup>, Ms. Lori Oxford met him and told him the owner of the Café did not want the meter exchanged. The APS serviceman left without touching the meter.

Connie, as we discussed at the time the meter was being tested, it is not possible for APS to determine who removed the demand seal or when it was removed, however, as we

explained and demonstrated during the meter test, the purpose of a demand seal is to ensure the an unauthorized individual has not reset the demand portion of the meter to zero before the regular, monthly meter reading. There is no reason or benefit for APS to remove a demand seal.

For clarification, let me reiterate that the current meter at the 260 Café (#G90705) is read and reset with a probe and therefore the demand reset mechanism has been sealed with a metal clip rather than the plastic demand seal used on meters that are manually reset. Additionally, both the current and previous meters at the 260 Café do not have a multiplier and therefore, a multiplier indicator is not shown on the face of the meter.

The information on how to read electric meters has been provided to Mr. Bien-Willner in my prior correspondence, however, I have enclosed information on how to read meters with the copy of this letter to him.

In his letter, Mr. Bien-Willner has stated that APS failed to respond promptly and safely to the power outage at the 260 Café over the Memorial Day weekend and that we have ignored his damage claims. Both of these issues have been addressed in my prior written response to the complaint he filed with the ACC.

Finally, both you and Mr. Hawkins have advised me there is an area behind the parking lot, approximately 20 feet from the transformer where the dirt has settled and is sinking in and that when asked, Mr. Bien-Willner stated he had not called APS to report this problem. Mr. Hawkins explained that this is not an uncommon occurrence after digging to replace lines and it is customary for APS to fix these problems by having a contractor add dirt and tamp it down.

Connie, I have asked you to confirm with Mr. Bien-Willner that he has no objections to APS sending a contractor to complete the work of adding more dirt in the area where it has settled and I am waiting for confirmation from you.

Please let me know if you have any additional questions or concerns regarding this matter.

Sincerely,



Jennie Vega  
Consumer Advocate Leader

cc. Prem Bahl  
George Bien-Willner

**Meter Information System - [Update Meter Tests]**

File Edit Tasks Window Help

Meter Number:  Manufacturer:  Search

Test Details | Meter Information | Notes

Tester: 1  2  Type: ☐ Field ☒ Shop ☐ Complaint F/S Test Date:

Test Equipment:  ☒ Rent in Shop

Test Reason Type:

Reason Code:

Status:  Retire:

Read

No	Read
1	35044
2	4.0
3	
4	

Registration/Percentage of Error (e + 0.1)

As Found		As Left	
FL%	0.0	FL%	
RF%	-1.4	PE%	
LL%	-0.1	UL%	

Demand Meter

AS Found KW%:

AS Left KW%:

Reconfigure

Code:  Program ID:

Remark

ACC complaint test, t-seal ok, missing demand seal, cover ok. Meter tested with witnesses from the ACC as well as APS consumer advocates office. Meter tested with in ACC limits at all test points- both series and demand.

Run Test Result

CT Number	Result
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>

New Test Add Update Delete Previous Next Exit

NUM

Start | [Icons] | [Inbox - M...] | [Microsoft...] | [Meter In...] | [CIS Work...] | [Site List...] | 11:40 AM

**Meter Information System**

File Edit Tasks Window Help

**Update Meter Tests**

Owner: APS

Meter Number:  Manufacturer #: 030282244 Search

Test Details | Meter Information | Notes

Tester: 1 PJL 2  Type:  Find  Shop  Complaint  F/S Test Date: 07/30/2005

Test Equipment: T811 - RFL5800  ☐ Demand Meter Shop

Test Reason Type: ROUTINE/RECONDITION

Reason Code:

Status:  Relive:

Read

No	Read
1	0.0000
2	0.0
3	
4	

Registration/Percentage of Error (i.e. +0.1)

As Found	As Left
FL% 0.0	FL% 0.0
PF%	PF%
LL% 0.2	LL% 0.2

Demand Meter

AS Found KW% 0.0

AS Left KW%

Reconfigure

Code:  Program ID: 13

Remark

25 rev ok good/no creep/mtr ok

Burden Test Result

CT Number	Result

More meter tests available

start 9 Mic... Microsoft... 5 Day... Meter I... Search Desktop 9:55 AM

**Meter Information System**

File Edit Tasks Window Help

**Update Meter Tests**

Owner: APS

Meter Number:  Manufacturer #: 030282244

Test Details | Meter Information | Notes

Tester: 1  2  Type: ☐ Field ☐ Shop ☒ Overhaul F/S Test Date: 04/14/2010

Test Equipment:  ☐ Return to Shop

Test Reason Type:

Reason Code:

Status:  Retire:

Read:

No	Read
1	69.16
2	20.500
3	
4	

Registration/Percentage of Error (e + 0.1)

As Found		As Left	
FL%	-0.2	FL%	-0.2
PF%	0.0	PF%	0.0
LL%	-0.2	LL%	-0.2

Demand Meter

AS Found KW%:

AS Left KW%:

Reconfigure

Code:  Program ID:

Remark:

RM-17-01 (S/N 801992) TEST SET. METER TESTED WELL WITHIN APS AND ACC LIMITS. SEAL TO SERVICE WIRE COVER WAS MISSING. ALL OTHER SEALS WERE O.K. METER REGISTRATION IS ACCURATE AS WELL. METER INTERNAL PROGRAMS ARE CORRECT. METER IS GOOD.

Burden Test Result

CT Number	Result

More meter tests available

start 3 Micr... Microsoft... 5 Day re... Meter In... Search Desktop 9:54 AM



## RATE SCHEDULE E-32 GENERAL SERVICE

### AVAILABILITY

This rate schedule is available in all territory served by the Company at all points where facilities of adequate capacity and the required phase and suitable voltage are adjacent to the sites served.

### APPLICATION

This rate schedule is applicable to all Standard Offer and Direct Access electric service required when such service is supplied at one point of delivery and measured through one meter. Rate selection is subject to paragraphs 3.2 through 3.5 of the Company's Schedule 1, Terms and Conditions for Standard Offer and Direct Access Services.

This schedule is not applicable to breakdown, standby, supplemental, residential or resale service nor to service for which Rate Schedule E-34 is applicable.

### TYPE OF SERVICE

The type of service provided under this schedule will be single or three phase, 60 Hertz, at one standard voltage as may be selected by customer subject to availability at the customer's site. Three phase service is furnished under the Company's Schedule 3 (Conditions Governing Extensions of Electric Distribution Lines and Services). Three phase service is not furnished for motors of an individual rated capacity of less than 7-1/2 HP, except for existing facilities or where total aggregate HP of all connected three phase motors exceeds 12 HP. Three phase service is required for motors of an individual rated capacity of more than 7-1/2 HP. Service under this schedule is generally provided at secondary voltage, primary voltage when the customer owns the distribution transformer(s), or transmission voltage.

### RATES

The bill shall be computed at the following rates or the minimum rates, whichever is greater, plus any adjustments incorporated in this rate schedule:

#### FOR MONTHLY MAXIMUM DEMANDS OF 20 kW OR LESS

##### Bundled Standard Offer Service

##### Basic Service Charge:

For service through Self-Contained Meters:	\$ 0.575	per day, or
For service through Instrument-Rated Meters:	\$ 1.134	per day, or
For service at Primary Voltage:	\$ 2.926	per day, or
For service at Transmission Voltage:	\$22.422	per day



**RATE SCHEDULE E-32  
GENERAL SERVICE**

RATES (cont)

FOR MONTHLY MAXIMUM DEMANDS OF 20 kW OR LESS (cont)

Bundled Standard Offer Service (cont)

Energy Charge:

May – October Billing Cycles (Summer)	November – April Billing Cycles (Winter)
For Secondary Service: \$0.11438 per kWh for the first 5,000 kWh, plus \$0.06254 per kWh for all additional kWh, or	For Secondary Service: \$0.09929 per kWh for the first 5,000 kWh, plus \$0.04745 per kWh for all additional kWh, or
For Primary Service: \$0.11160 per kWh for the first 5,000 kWh, plus \$0.05976 per kWh for all additional kWh	For Primary Service: \$0.09651 per kWh for the first 5,000 kWh, plus \$0.04467 per kWh for all additional kWh

Bundled Standard Offer Service consists of the following Unbundled Components:

Unbundled Components

Basic Service Charge:	\$ 0.108	per day
Revenue Cycle Service Charges:		
Metering:		
Self-Contained Meters:	\$ 0.345	per day, or
Instrument-Rated Meters:	\$ 0.904	per day, or
Primary:	\$ 2.696	per day, or
Transmission:	\$22.192	per day

These daily metering charges apply to typical installations. Customers requiring specialized facilities are subject to additional metering charges that reflect the additional cost of the installation, (for example, a customer taking service at 230 kV). Adjustments to unbundled metering components will result in an adjustment to the bundled Basic Service Charge.

Meter Reading:	\$ 0.058	per day
Billing:	\$ 0.064	per day
System Benefits Charge:	\$ 0.00185	per kWh
Transmission Charge:	\$ 0.00424	per kWh



**RATE SCHEDULE E-32  
GENERAL SERVICE**

RATES (cont)

FOR MONTHLY MAXIMUM DEMANDS OF 20 kW OR LESS (cont)

Unbundled Components (cont)

Delivery Charge:

May – October Billing Cycles (Summer)	November – April Billing Cycles (Winter)
For Secondary Service: \$0.03462 per kWh for the first 5,000 kWh, plus \$0.01045 per kWh for all additional kWh, or	For Secondary Service: \$0.03455 per kWh for the first 5,000 kWh, plus \$0.01038 per kWh for all additional kWh, or
For Primary Service: \$0.03184 per kWh for the first 5,000 kWh, plus \$0.00767 per kWh for all additional kWh	For Primary Service: \$0.03177 per kWh for the first 5,000 kWh, plus \$0.00760 per kWh for all additional kWh

Generation Charge:

May – October Billing Cycles (Summer)	November – April Billing Cycles (Winter)
\$0.07367 per kWh for the first 5,000 kWh, plus \$0.04600 per kWh for all additional kWh	\$0.05865 per kWh for the first 5,000 kWh, plus \$0.03098 per kWh for all additional kWh

FOR MONTHLY MAXIMUM DEMANDS GREATER THAN 20 kW

Bundled Standard Offer Service

Basic Service Charge:

For service through Self-Contained Meters:	\$ 0.575	per day, or
For service through Instrument-Rated Meters:	\$ 1.134	per day, or
For service at Primary Voltage:	\$ 2.926	per day, or
For service at Transmission Voltage:	\$22.422	per day

Demand Charge:

Secondary Service:	\$ 8.477per kW for the first 100 kW, plus \$ 4.509per kW for all additional kW, or
Primary Service:	\$ 7.865per kW for the first 100 kW, plus \$ 3.897per kW for all additional kW, or
Transmission Service:	\$ 6.132per kW for the first 100 kW, plus \$ 2.164per kW for all additional kW



**RATE SCHEDULE E-32  
GENERAL SERVICE**

RATES (cont)

FOR MONTHLY MAXIMUM DEMANDS GREATER THAN 20 KW (cont)

Bundled Components (cont)

Energy Charge:

May – October Billing Cycles (Summer)	November – April Billing Cycles (Winter)
\$0.09115 per kWh for the first 200 kWh per kW, plus \$0.05330 per kWh for all additional kWh	\$0.07613 per kWh for the first 200 kWh per kW, plus \$0.03828 per kWh for all additional kWh

Bundled Standard Offer Service consists of the following Unbundled Components:

Unbundled Components

Basic Service Charge: \$ 0.108 per day

Revenue Cycle Service Charges:

Metering:

Self-Contained Meters:	\$ 0.345	per day, or
Instrument-Rated Meters:	\$ 0.904	per day, or
Primary:	\$ 2.696	per day, or
Transmission:	\$22.192	per day

These daily metering charges apply to typical installations. Customers requiring specialized facilities are subject to additional metering charges that reflect the additional cost of the installation, (for example, a customer taking service at 230 Kv). Adjustments to unbundled metering components will result in an adjustment to the bundled Basic Service Charge.

Meter Reading: \$ 0.058 per day

Billing: \$ 0.064 per day

System Benefits Charge: \$ 0.00185 per kWh

Transmission Charge: \$ 1.585 per kW

Delivery Charge:

Secondary Service:	\$ 6.892	per kW for the first 100 kW, plus
	\$ 2.924	per kW for all additional kW, plus
	\$ 0.00010	per kWh, or

Primary Service:	\$ 6.280	per kW for the first 100 kW, plus
	\$ 2.312	per kW for all additional kW, plus
	\$ 0.00010	per kWh, or



**RATE SCHEDULE E-32  
GENERAL SERVICE**

RATES (cont)

FOR MONTHLY MAXIMUM DEMANDS GREATER THAN 20 KW (cont)

Unbundled Components Delivery Charges (cont)

Transmission Service:	\$ 4.547	per kW for the first 100 kW, plus
	\$ 0.579	per kW for all additional kW, plus
	\$ 0.00010	per kWh

Generation Charge:

May – October Billing Cycles (Summer)	November – April Billing Cycles (Winter)
\$0.08920 per kWh for the first 200 kWh per kW, plus \$0.05135 per kWh for all additional kWh	\$0.07418 per kWh for the first 200 kWh per kW, plus \$0.03633 per kWh for all additional kWh

DIRECT ACCESS

The bill for Direct Access customers under this rate schedule will consist of the applicable Unbundled Components Basic Service Charge, System Benefits Charge, and Delivery Charge, plus any applicable adjustments incorporated in this schedule. Direct Access customers must acquire and pay for generation, transmission, and revenue cycle services from a competitive third party supplier. If any revenue cycle services are not available from a third party supplier and must be obtained from the Company, the applicable Unbundled Components Revenue Cycle Service Charges will be applied to the customer's bill.

MINIMUM

The bill for Standard Offer and Direct Access customers will not be less than the applicable Bundled Standard Offer Service Basic Service charge plus \$1.910 for each kW of either: (1) the highest kW established during the twelve (12) months ending with the current month; or (2) the minimum kW specified in an agreement for service, whichever is the greater.

POWER FACTOR

The customer deviation from phase balance shall not be greater than ten percent (10%) at any time. Customers receiving service at voltage levels below 69 kV shall maintain a power factor of 90% lagging but in no event leading unless agreed to by Company. Service voltage levels at 69 kV or above shall maintain a power factor of  $\pm$  95% at all times. In situations where Company suspects that a customer's load has a non-confirming power factor, Company may install at its cost, the appropriate metering to monitor such loads. If the customer's power factor is found to be non-conforming, the customer will be required to pay the cost of installation and removal of VAR metering and recording equipment.

Customers found to have a non-conforming power factor, or other detrimental conditions shall be required to remedy problems, or pay for facilities/equipment that Company must install on its system to correct for problems caused by the customer's load. Until such time as the customer remedies the problem to Company satisfaction, kVa may be substituted for kW in determining the applicable charge for billing purposes for each month in which such failure occurs.



**RATE SCHEDULE E-32  
GENERAL SERVICE**

DETERMINATION OF KW

For billing purposes, including determination of Monthly Maximum Demands, the kW used in this rate schedule shall be based on the average kW supplied during the 15-minute period of maximum use during the month as determined from readings of the Company's meter.

ADJUSTMENTS

1. The Environmental Portfolio Surcharge shall be applied to every retail electric service as set forth in the Company's Adjustment Schedule EPS-1 or successor schedules as approved by the Arizona Corporation Commission.
2. The bill is subject to the Power Supply Adjustment factor as set forth in the Company's Adjustment Schedule PSA-1 pursuant to Arizona Corporation Commission Decision No. 67744 and Arizona Corporation Commission Decision No. 69663.
3. The bill is subject to the Transmission Cost Adjustment factor as set forth in the Company's Adjustment Schedule TCA-1 pursuant to Arizona Corporation Commission Decision No. 67744.
4. The bill is subject to the Environmental Improvement Surcharge as set forth in the Company's Adjustment Schedule EIS pursuant to Arizona Corporation Commission Decision No. 69663.
5. The bill is subject to the Competition Rules Compliance Charge as set forth in the Company's Adjustment Schedule CRCC-1 pursuant to Arizona Corporation Commission Decision No. 67744.
6. Direct Access customers returning to Standard Offer service may be subject to a Returning Customer Direct Access Charge as set forth in the Company's Adjustment Schedule RCDAC-1 pursuant to Arizona Corporation Commission Decision No. 67744.
7. The bill is subject to the Demand Side Management Adjustment charge as set forth in the Company's Adjustment Schedule DSMAC-1 pursuant to Arizona Corporation Commission Decision No. 67744.
8. The bill is subject to the applicable proportionate part of any taxes or governmental impositions which are or may in the future be assessed on the basis of gross revenues of APS and/or the price or revenue from the electric energy or service sold and/or the volume of energy generated or purchased for sale and/or sold hereunder.

CONTRACT PERIOD

For customers with monthly maximum demands less than 2,000 kW, any applicable contract period will be set forth in the Company's standard agreement for service. For customers with monthly maximum demands of 2,000 kW or greater, and at the Company's option, the contract period will be three (3) years or longer where additional distribution construction is required to serve the customer or, if no additional distribution construction is required, the contract period will be one (1) year or longer.

TERMS AND CONDITIONS

Service under this rate schedule is subject to the Company's Schedule 1, Terms and Conditions for Standard Offer and Direct Access Services and the Company's Schedule 10, Terms and Conditions for Direct Access. These schedules have provisions that may affect the customer's bill. In addition, service may be subject to special terms and conditions as provided for in a customer contract or service agreement.

ARIZONA PUBLIC SERVICE COMPANY  
Phoenix, Arizona  
Filed by: David J. Rumolo  
Title: Manager, Regulation and Pricing  
Original Effective Date: November 1, 1983

A.C.C. No. 5659  
Canceling A.C.C. No. 5579  
Rate Schedule E-32  
Revision No. 20  
Effective: July 1, 2007

## Your electricity bill

Bill date: September 16, 2009

### Summary of what you owe

Amount owing on your previous bill	\$16,222.89
<b>Less</b> Payment made on Aug 27, thank you	-\$260.00
<b>Equals</b> Your balance forward	\$15,962.89
<b>Plus</b> Your new charges (details on following pages)	
Cost of electricity (with taxes and fees)	\$810.46
<b>Equals</b> Total amount due	\$16,773.35

Due date: September 29, 2009

GEORGE BIEN WILLNER

Your account number: 737815284

For service at: 803 E Highway 260

**Questions or Office Locations?**  
Call 602-371-6767 or 1-800-253-9407,  
Mon - Fri, 7:30am - 5:00pm  
Website: [aps.com](http://aps.com)  
Para servicio en español llame al:  
602-371-6861 (Phoenix) o  
1-800-252-9410 (Otras areas)

**Register at [aps.com](http://aps.com) and enjoy added convenience and benefits.**

- Schedule automatic, online payments for peace of mind
- Stop your paper bill and get e-billing to reduce clutter and save paper
- View your account balance, usage history and prior bills anytime
- Sign up for AutoPay, our direct debit program, and get a discount every month
- Easily view and manage your account without hunting for the bills

Register now at [aps.com](http://aps.com), and enjoy your benefits as an online customer.

Page 1 of 3

See page 2 for more information.



Your account number **737815284** Bill date **September 16, 2009**  
Mailing address or phone number change?  
Please call 1-800-253-9407.

GEORGE BIEN WILLNER  
3641 N 39 AVE  
PHOENIX AZ 85019-3601

When paying in person, please  
bring the bottom portion of your bill.

Total amount due: **\$ 16,773.35**

Your optional contribution  
to SHARE: \$ \_\_\_\_\_

Total amount paid: \$ \_\_\_\_\_

Due date: **Sep 29, 2009**

**Save energy, save money with  
energy training workshops. Visit  
[www.aps.com/businessrebates](http://www.aps.com/businessrebates).**

X

10 N 1 53

000000007378152847020090916001596289600167733568 000



## Things you need to know

### Contacting APS

- E-mail us at [aps@aps.com](mailto:aps@aps.com)
- Call us at:  
602-371-6767 (Phoenix) or 1-800-253-9409 (Other areas)  
Mon-Fri, 7:30 am - 5:00 pm
- Para servicio en español llame al:  
602-371-6868 (Phoenix) o 1-800-252-9411 (Otras areas)
- TDD - Telecommunication for the deaf or speech-impaired,  
call: 602-371-6123 (Phoenix) or 1-888-874-7168 (Other areas)
- By mail: APS, Station 3200, PO Box 53933,  
Phoenix AZ 85072-3933
- Blue Stake - Before you dig, call:  
602-263-1100 (Phoenix) or 1-800-782-5348 (Other areas)
- Electrical emergencies other than power outages, call:  
602-258-5483 (Phoenix) or 1-800-253-9408 (Other areas)

### Important billing and collection information

Make checks payable to APS and mail to:  
APS, PO Box 2906, Phoenix AZ 85062-2906

Credit and Collections:  
602-371-7607 (Phoenix) or 1-800-253-9409 (Other areas)

All bills for utility services are due and payable no later than 15 days from the date of the bill. Any payments not received within this time-frame shall be considered delinquent and are subject to a late payment charge of 1.5% per month.

If your power is shut off for non-payment, you must pay all the delinquent amounts and a deposit or additional deposit before power is restored.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your account or to process the payment as a check transaction. When we process your check electronically you will not receive your check back from your financial institution and funds may be withdrawn from your account on the same day we receive your payment.

### Utility regulations and rates (Not an APS payment site)

Electricity regulations and rates are approved by:  
Arizona Corporation Commission,  
1200 W. Washington, Phoenix AZ 85007  
602-542-4251 (Phoenix) or 1-800-222-7000 (Other areas)  
[www.cc.state.az.us](http://www.cc.state.az.us)

Page 2 of 3

### Sign up for SurePay with your mailed-in payment!

George Bien Willner Phone (      )

Optional Share Contribution to be added to my Monthly Bill (\$1 to \$9) \$ \_\_\_\_

My signature authorizes APS to electronically debit my bank account on the billing due date to pay the total amount due each month. Use the enclosed check payment to set up automatic payments. To terminate SurePay, I will contact APS. (Intended for mailed-in payments only.)

Signature: \_\_\_\_\_

**APS**  
PO BOX 2906  
PHOENIX AZ 85062-2906  
(850622906066)

Your electricity bill  
September 16, 2009

GEORGE BIEN WILLNER

Your account number  
737815284

Your service plan: E-32 Rate

Meter number: G90705  
Meter reading cycle: 10

## Charges for electricity services

### Cost of electricity you used

Basic service charge	\$3.46
Delivery service charge	\$179.66
→ Demand charge - delivery ←	\$0.00
Environmental benefits surcharge	\$48.07
Federal environmental improvement surcharge	\$0.90
Competition rules compliance charge	\$1.90
System benefits charge	\$10.41
Power supply adjustment*	\$30.04
Metering*	\$11.04
Meter reading*	\$1.86
Billing*	\$2.05
Generation of electricity*	\$397.24
Transmission and ancillary services*	\$23.86
Transmission cost adjustment*	\$10.63
Interim rate surcharge	\$12.72
Cost of electricity you used	\$733.84

### Taxes and fees

Regulatory assessment	\$1.60
State sales tax	\$41.75
County sales tax	\$7.45
City sales tax	\$15.80
Franchise fee	\$10.02
Cost of electricity with taxes and fees	\$810.46

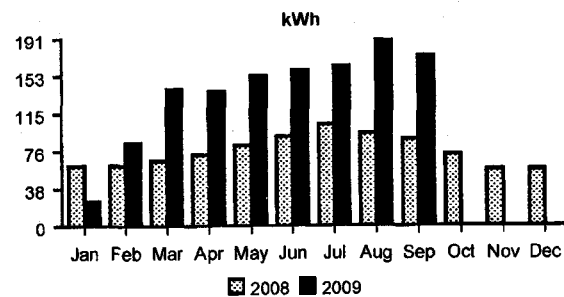
**Total charges for electricity services \$810.46**

\* These services are currently provided by APS but may be provided by a competitive supplier.

## Amount of electricity you used

Meter reading on Sep 14	32851
Meter reading on Aug 13	27223
<b>Total electricity you used, in kWh</b>	<b>5628</b>
Demand meter reading	19.90
<b>Your billed demand in kW</b>	<b>20.0</b>

## Average daily electricity use per month



## Comparing your monthly use

	This month	Last month	This month last year
Billing days	32	29	33
Average outdoor temperature	90°	94°	89°
Your total use in kWh	5628	5560	2998
Your billed demand in kW	20.0	19.0	5.0
Your average daily cost	\$25.32	\$27.67	\$13.01

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